CLIENT’S RIGHT TO FAIR PRACTICE AND PRIVACY

- Clients will be provided with fair and equitable treatment.

- Clients will be informed of their rights and responsibilities.

- Clients will be given sufficient information to make informed decisions.

- Clients will be treated with dignity and respect.

- Clients will be given a full disclosure of requirements including:
  - Fees for service (program specific)
  - Time frame for services.
  - Expectations of client and Bethany Christian Services.
  - Applicable state and federal government guidelines.

- Clients have a right to confidentiality and privacy protections.

- Clients have the ability to review and restrict access to their personal information.

- Clients have a right to referrals for services as needed.

- Clients have a right to a fair, timely, and non-judgmental mediation process.

If you have any questions, please seek assistance from your Bethany staff member or the Supervisor.

COA: CR 1.02

Approved: 2/18/2009 by TQMC
Approved: 4/27/2009 by Leadership Team
Revised/Approved: 3/11/2014 by Senior Executive Team